

Narratives as participatory method

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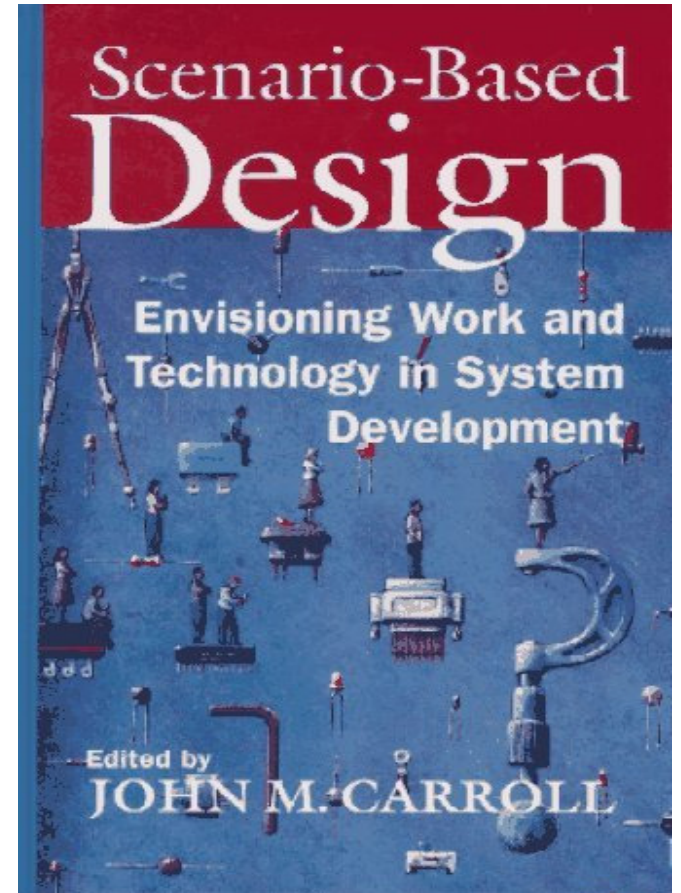
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today

- 0915-0930: students share projects
- 0930-1015; dagny presents
- 1030-30; Breake
- 1030-1130:
 - impro (ball and collective storytelling)
 - Groupwork;How do you think the user will tell about your design?

scenarios

- John M Carroll 1995
- Used for many reasons:
 - Concluding on user behaviour
 - Hypothesis modelling
 - Analysis of needs
 - Communication user-designer
 - Argumenting design
 - Overview of expectations
 - Documentation and learning
 - Evaluation
 - Abstraction
 - Teambuilding
 - Background for software development



Narratives of experiences

- SINTEF technologymanagement projekt in SAS; Scandinavian Ground Service to prevent sickness leave
- http://www.sintef.no/eway/default0.asp?pid=203&oid=0&e=0&trg=LeftPage_4801&LeftPage_4801=8366:35032::0



Interpretations of narratives

- Narratives can create community feeling
- Narratives can legitimate diverging views in conflicts
- Narratives does form organisational identity (Czarniawska 1997)
- Shared interpretations of narratives make shared communities (Brown og Duguid 2000)
- Narratives as communicational tools are complex (Orr 1996)

Narratives as medium

For sharing and development of knowledge

Elliptic narratives (Orr 1996);

analysis of narratives of
technicians in Xerox

narratives constitutes shared experiences as
well as creates

shared frames for interpretations in groups.

Why narratives?

- Understand the user
- Get the user to understand
- Create a dialogue between user and designer
- Understand change in organisations
- And change in work
- Understand what ICT to design
- And not to design

Narratives in design

Tools for dialogue (Peter Lloyd)

- Shared language used to communicate process, get overview, discuss diverging arguments, conclude

Narrative gaps

Including-excluding

Competencies to understand

Narratives as activity for participation in design

- NEMLIG- project 1999-2002
- Sintef, Intermedia, Institute for graphic media
- Narratives and scenarios used as participatory method

The story about silences

See what happens

- Who are interpreting the narratives?
- How does the narratives connect to shared knowledge?
- Narratives as tools for second order understanding (Krippendorf)

What are narratives and what relevance do they have?

- Communication
- Information
- Making connections between people

Understanding narratives

- Existential (Riceur); narratives give meaning to life
- Cognitive (M.Turner); narratives fundamental for thought
- Thought - two ways (Jerome Bruner)
 - Narrative modus - a good story reminds of life - human intention and action
 - Argumentative modus - general - prosedures, works as reference
 - Esthetic - text, narrativity as the general that lies in all texts
 - Sosiological - performanse - the constitution of the tekst in its reading
 - Technical - to isolate narrativity from its context and find structure struktur, genre, discourse

How to interpret?

- Narratives as texts
- Narratives as action
- Narratives as answer to questions
 - The reasons for the narrative
 - What is not told
 - Do user and designer have the same understanding?

Silences and tacitness

- What is not told
 - Because it cannot be articulated
 - Because it can be dangerous to say it
 - Because it shouldn't be told to the designer
 - Because the designer is not listening enough
 - Tacitness is hiding - silence can be listening

challenge

- To understand the understanding of the user
- To listen to what is not told - as answer to questions
- To remember that interpretations and understandings are deeply connected to the shared